
IT Service Management with System Center Service Manager

Varighed: 5 Days Kursus Kode: M10965

Beskrivelse:

This five-day course will provide students with the key knowledge required to deploy and configure System Center 2016 Service Manager. Using hands-on labs, students will learn the following:

- Where Service Manager sits within the System Center 2016 product.
 - What business and technical needs Service Manager is designed to meet.
 - How Service Manager aligns itself to ITIL and MOF.
 - How to architect and implement a System Center 2016 Service Manager deployment.
 - How to upgrade an existing Service Manager 2012 R2 environment to System Center 2016.
 - How to customize System Center 2016 Service Manager to be in line with corporate standards.
 - How to configure Incident and Problem Management.
 - How to configure Activity, Change and Release Management.
 - How to configure Service Requests.
 - How to configure Service Level Management.
 - How to customize the Self-Service Portal.
 - How to configure Reporting and Analysis.
 - How to troubleshoot Service Manager and perform disaster recovery.
 - How to create customized Service Manager forms.
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Målgruppe:

This course is intended for cloud and datacenter administrators who are new to System Center 2016 Service Manager and are responsible for deploying, configuring and operating it in their cloud or datacenter. This course is also intended for Cloud and datacenter administrators who are already familiar with Service Manager and want to upgrade their skills to include the new features found in System Center 2016 Service Manager.

Agenda:

- After completing this course, students will be able to:
 - Describe Service Manager 2016.
 - Upgrade to Service Manager 2016.
 - Install Service Manager 2016.
 - Describe Service Manager usage cases.
 - Configure base settings in Service Manager 2016.
 - Configure Incident and Problem Management.
 - Configure Activity, Change, and Release Management.
 - Configure and Manage Service Requests.
 - Automate business processes with Service Manager and Orchestrator.
 - Configure Service Level Management.
 - Customize the Self-Service Portal.
 - Use Reports and Analyze Data in Service Manager.
 - Perform advanced troubleshooting and disaster recovery in Service Manager.
 - Customize Service Manager Forms.
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Forudsætninger:

- Working knowledge of Windows Server 2012 R2 and Windows Server 2016.
 - Working knowledge of SQL Server 2012 and SQL Server 2014.
 - An understanding of the IT management processes that are included with ITIL and MOF. .
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- Describe the business drivers behind IT Service Management.
- Describe, at a high-level, System Center 2016.
- Describe, at a high level, System Center 2016 Service Manager.
- Describe how Service Manager adopts best practices found in ITIL and MOF. Module 2: Installing System Center 2016 Service Manager
In this module, you will learn about the key components and architecture of Service Manager,
- System Center 2016 Service Manager Architecture and Core Components.
- Hardware, Software and Security Requirements.
- Planning and Sizing a System Center 2016 Service Manager Deployment.
- Installing System Center 2016 Service Manager.
- Installing and Configuring the Service Manager Self-Service Portal.
- Overview of the Service Manager Console.
- Upgrading to System Center 2016 Service Manager. Lab : Installing System Center 2016 Service Manager
- Installing the Service Manager Management Group.
- Installing the Data Warehouse Management Group and register the Service Manager Management Group with
- Installing the Service Manager Self-Service Portal and confirming a successful installation.
- Customizing the Self-Service Portal. Lab : Upgrading to System Center 2016 Service Manager
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- Upgrading Service Manager 2012 R2 to System Center 2016 Service Manager.
- Describe System Center 2016 Service Manager architecture and core components.
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- Plan and size a System Center 2016 deployment.
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- Upgrade Service Manager 2012 R2 to System Center 2016 Service Manager. Module 3: Key Concepts and Features
In this module, you will learn many of the key features and concepts that will help you understand how to configure
- Overview of Management Packs.

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- Managing Activities.
- Managing Workflows.
- Managing Templates.
- Security and User Roles.Lab : Configuring Service Manager for StockTrader and DinnerNow
- Create a Management Pack, Work Item Templates and Configuration Items for DinnerNow.
- Create a Management Pack, Work Item Templates and Configuration Items for StockTrader.
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- Describe the Service Manager CMDB.
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- Integrating Service Manager with Exchange.Lab : Configuring Connectors in Service Manager
- Configure System Center Connectors.
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- Create an Incident using the Service Manager console.
- Using Incident Templates.
- Configuring an Incident Event Workflow to automatically update an Incident.
- Group Incidents and create a Problem Record.
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- Extending the Incident Class.
- Customizing the Default Incident Form.
- Seal the Management Pack.
- Import the Management Pack and use the updated Incident form.
- Describe the key concepts in creating customized forms in Service Manager.
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- Seal the Management Pack.
- Import the Management Pack and use the updated Incident form.
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- Configuring, Running, and Exporting

- and Problems.Lab : Configuring Incident and Problem Management
- Create an Incident using the Service Manager console.
- Using Incident Templates.
- Configuring an Incident Event Workflow to automatically update an Incident.
- Group Incidents and create a Problem Record.
- Creating Queues and Views to Filter Incidents.
- Describe the definition of an Incident and a Problem.
- Manage incidents.
- Manage problems.
- Use queues and views with incidents and problems.Module 7: Managing Changes and ReleasesIn this module, you will learn how Service Manager manages changes in the IT environment by using Change Requests. This includes cre
- Managing Change Requests.
- Managing Release Records.Lab : Configuring Change and Release Management
- Create a Change Request with Review and Dependent Activities.
- Create a Release Record to manage changes.
- Configuring a Release Record Workflow Rule for Notification.
- Manage Change Requests in Service Manager.
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- Managing Service Requests and Catalog Groups.
- The Self-Service Portal.Lab : Configuring Service Requests
- Create the Contoso Request Offering.
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- Create the StockTrader Request Offering.
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- Overview of Orchestrator.
- Configuring Runbooks in Orchestrator.
- Configuring Integration between Orchestrator and Service Manager.
- Creating a Request Offering in Service Manager to Initiate a Runbook in Orchestrator.Lab : Automating IT Processes in Service Manager
- Automating a Request Offering for Contoso.
- Automating a Service Request for StockTrader.
- Describe Orchestrator including its key features and components.
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- Key Concepts in Creating and Customizing Forms in the Service Manager Authoring Tool.
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- Extending the Incident Class.
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Flere Informationer:

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